



DEPARTMENT OF HEALTH CARE SERVICES CAREER EXECUTIVE ASSIGNMENT EXAMINATION ANNOUNCEMENT

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation. It is an objective of the State of California to achieve a drug-free work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing Civil Service, and the special trust placed in public servants.

DEPARTMENT:	DEPARTMENT OF HEALTH CARE SERVICES	RELEASE DATE:	Thursday, July 14, 2011
POSITION TITLE:	Chief, Office of Civil Rights	FINAL FILING DATE:	Thursday, August 4, 2011
CEA LEVEL:	CEA 1	EXTENDED FINAL FILING DATE:	
SALARY RANGE:	\$ 6,173.00 - \$ 7,838.00 / Month	BULLETIN ID:	07122011_1

POSITION DESCRIPTION

Under the direction of the Director, the Chief, Office of Civil Rights has the responsibility of ensuring: (1) equality and fairness in all aspects of human resources management, practices and policies, benefits, social and recreational activities; (2) nondiscrimination in the access or delivery of health services provided or administered by the department; (3) that health providers receiving federal and state financial assistance through the department do not discriminate in the provision of services as delineated under federal and state civil rights laws. The Chief provides consultation to the Director, departmental management, contractors, vendors, and all public and private health facilities, under contract with the department regarding the development and implementation of Equal Employment Opportunity (EEO) and Civil Rights program policies and procedures. The Chief oversees onsite compliance reviews and desk audits to ensure that all persons, agencies, and facilities, to whom the department gives financial assistance or contracts with, comply with all civil rights laws, regulations, and policies, by preventing discriminatory acts. The Chief provides technical advice and assistance to all levels of management regarding their roles and responsibilities in carrying out the department's EEO obligations. The Chief provides a uniform body of information on laws, rules, policies, and procedures on EEO goals and timetables, resources, and planning and implementation of programs. The Chief develops and issues policy directives to department employees, health providers, and regulatory agencies in the enforcement of federal and state laws and the department's EEO/nondiscrimination policies and procedures. The Chief acts as liaison between the department, State Personnel Board, the federal Department of Health and Human Services, minority groups, and other community action groups concerned with employment and delivery of health services, including employee protected group advisory committees mandated by

state statute. The Chief also keeps apprised of all major changes in civil rights and EEO laws and regulations and advises the Director and Chief Deputy Director regarding those changes and any related problems that may be caused by those changes and provides appropriate alternatives for resolution of those problems.

MINIMUM QUALIFICATIONS

Applicants must meet the following minimum qualifications:

Either I

Must be a State civil service employee with permanent civil service status or who previously had permanent status in the State civil service.

Or II

Must be a current or former employee of the Legislature, with two or more consecutive years as defined in Government code § 18990.

Or III

Must be a current or former non-elected exempt employee of the Executive Branch with two or more consecutive years (excluding those positions for which salaries are set by statute) as defined in Government Code § 18992.

Or IV

Must be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code Section 18991.

KNOWLEDGE AND ABILITIES

Applicants must demonstrate the ability to perform high administrative and policy – influencing functions effectively. Such overall ability requires possession of most of the following more specific knowledge and abilities:

(1) Knowledge of the organization and functions of California State Government including the organization and practices of the Legislature and the Executive Branch; principles, practices, and trends of public administration, organization, and management; techniques of organizing and motivating groups; program development and evaluation; methods of administrative problem solving; principles and practices of policy formulation and development; and personnel management techniques; the department's or agency's Equal Employment Opportunity Program objectives; and a manager's role in the Equal Employment Opportunity Program.

(2) Ability to plan, organize, and direct the work of multidisciplinary professional and administrative staff; analyze administrative policies, organization, procedures and practices; integrate the activities of a diverse program to attain common goals; gain the confidence and support of top level administrators and advise them on a wide range of administrative matters; develop cooperative working relationships with representatives of all levels of government, the public, and the Legislature and Executive branches; analyze complex problems and recommend effective courses of action; and prepare and review reports; and effectively contribute to the department's or agency's Equal

Employment Opportunity objectives.

These knowledge and abilities are expected to be obtained from the following kinds of experience with substantial participation in the formulation, operation and/or evaluation of program policies (experience may have been paid or volunteer; in State service, other government settings, or in a private organization):

CEA Level 1. Supervisory/administrative experience in a line or staff activity, including the execution and/or evaluation of program policies.

CEA Levels 2 and 3. Broad administrative or program manager experience with substantial participation in the formulation, operation, and/or evaluation of program policies.

CEA Levels 4 and 5. Extensive managerial and program administrative experience which has included substantial responsibility for a combination of management functions such as program planning; policy formulation; organization coordination and control; and fiscal and personnel management. Where high technical professional qualifications are of primary importance in performing the duties of a given CEA position, then the above required experience may have been in a staff capacity exercising professional skills to influence and contribute to program, policy, and methods of providing those professional services. Primary examples are medical doctors and attorneys.

DESIRABLE QUALIFICATION(S)

- Broad administrative management experience, which includes substantial participation in the formulation, operation, and/or evaluation of program, fiscal, and/or human resource policies.
- Demonstrated leadership and extensive experience in program management and team building.
- Ability to analyze complex program implementation problems and develop effective courses of action to solve them.
- Demonstrated ability to deal effectively with a variety of individuals and organizations, and other state and local governments.
- Demonstrated working knowledge of human resources, budgets, and labor relations policies and practices.

DESIRABLE CHARACTERISTICS

Creativity and Innovation – Applies new ways of thinking. Has the ability to solve problems, create new ideas, and develop new approaches to achieve the Department's mission.

Vision - Understands the context and mission of the Department both internal and external. Has an awareness of the Department's critical issues, anticipates and influences the future. Has the ability to organize for success; understands how to facilitate functional needs and structure to achieve strategic plans.

Credibility and Integrity – Understands internal and external customers and has a true desire to build credibility. Has a personal compass composed of clear principles and the flexibility to balance between literal adherence to rules and the use of policy as a guide. Has the ability to make decisions

and be accountable for those decisions.

Teamwork - Cooperates to achieve the Department's mission, goals, and values and encourages diversity of opinions. Has the ability to enhance his/her own ability and the ability of others to contribute.

Communication – Has a clear expression of ideas, thoughts and expectations and is an active and empathic listener. Understands that people process information differently; takes initiative to build relationships; understands cultural differences.

Staff Development - Recognizes that people are the Department's most valuable resource. Can identify and define needs of the Department, attract appropriate candidates, evaluate, and select the most qualified. Takes the time to develop and encourage staff to achieve their true potential.

In addition, to best serve both our internal and external customers, it is important that our management team understands and is sensitive to the diversity of the people we serve. The composition of our management team should also reflect diversity.

EXAMINATION INFORMATION

A minimum rating of 70% must be attained to obtain list eligibility. Hiring interviews may be conducted with the most qualified candidates. All candidates will receive written notification of their examination results. The result of this examination will be used only to fill the position of **Chief, Office of Civil Rights**, with the **DEPARTMENT OF HEALTH CARE SERVICES**. Applications will be retained for twelve months.

The results of this examination will be used only to fill this position.

The examination process will consist of a Supplemental Application. Applicants are required to respond to the following six supplemental items. These supplemental items are designed to identify job achievement in specific areas that demonstrate ability to successfully perform at the CEA 1 level. Responses to the supplemental items will be assessed based on pre-determined job-related rating criteria. In appraising the relative qualifications of candidates, consideration will be given to the extent and type of pertinent experience and education over and above that which is required under the minimum qualifications.

Each applicant for this examination must complete and submit his/her responses to all six supplemental items that follow. Supplemental responses and the application must be postmarked, personally delivered, or received via interoffice mail by the final filing date. **APPLICATIONS RECEIVED WITHOUT RESPONSES TO THE SUPPLEMENTAL ITEMS WILL BE REJECTED.**

When responding to the supplemental items, applicants must follow these guidelines:

- Responses must be typewritten or generated by word processing on 8 1/2" x 11" paper, using no smaller than a 12-point font.
- Responses must be limited to one page per item.
- Identify each page with his/her full name.
- Responses are to be complete, specific, clear, and concise.
- Answer each numbered item separately, indicating the corresponding item number for each

response.

SUPPLEMENTAL APPLICATION ITEMS:

1. Describe your management skills and experience, including techniques of leading, motivating, and developing staff.
2. Describe your experience dealing effectively with other organizations inside and outside the Department on complex or publicly sensitive issues.
3. Describe your knowledge of, and experience with, civil rights laws and the state and federal agencies that administer or enforce civil rights laws.
4. Describe an experience that demonstrates your ability to analyze complex problems and recommend effective courses of action.
5. Describe your ability and experience planning, organizing, and directing the work of employees who conduct reviews, audits, or investigations of other organizational entities.
6. Describe your knowledge of the Americans with Disabilities Act (ADA) and your experience with implementation of the ADA within a governmental agency.

FILING INSTRUCTIONS

Application packages postmarked, personally delivered, or received via interoffice mail after 5:00 p.m. on the final filing date will not be accepted.

Interested applicants must submit:

- Two copies of a completed Standard State Application (STD. 678)
- Two copies of the responses to the six Supplemental Items

Applications must be submitted by the final filing date to:

DEPARTMENT OF HEALTH CARE SERVICES, Human Resources Branch
P.O. Box 997411 M.S. 1300, Sacramento, CA 95899-7411
Tara Jackson | (916) 552-8345 | Tara.Jackson@dhcs.ca.gov

ADDITIONAL INFORMATION

Application packages may also be hand-delivered to: Department of Health Services, Human Resources Branch, 1501 Capitol Avenue, Suite 71.1501, Sacramento, CA.

Questions regarding the examination process should be directed to Tara Jackson at Tara.Jackson@dhcs.ca.gov or at (916) 552-8345.

Questions regarding the position should be directed to Arleen Jacoway at arleen.jacoway@dhcs.ca.gov or at (916) 440-7408.

SPECIAL TESTING

If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Examination Application." You will be contacted to make specific arrangements.

GENERAL INFORMATION

If you meet the requirements stated in this bulletin, you may take this examination, which is

competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of others who take this test, and all candidates who pass will be ranked according to their scores.

The DEPARTMENT OF HEALTH CARE SERVICES reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others.

Class specs: [CEA and Exempt Appointees](#)